

Culturally & Linguistically Appropriate Services

Governor's Commission on New Americans

April 7, 2009



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Adventist HealthCare Mission

“We demonstrate God’s care by improving the health of people and communities through a ministry of physical, mental and spiritual healing.”

Cultural Competency

“A set of congruent behaviors, attitudes and policies that come together in a system, agency, or among professionals that enables effective work in cross-cultural situations”



Crossing the Quality Chasm: A New Health System for the 21st Century

Safe: Avoid injuries to patients from the care that is intended to help them.

Effective: Match care to science; avoid overuse of ineffective care and under use of effective care.

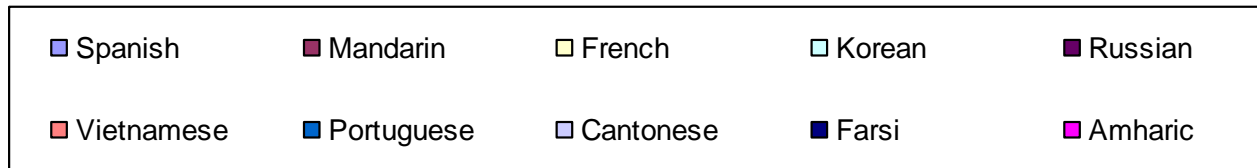
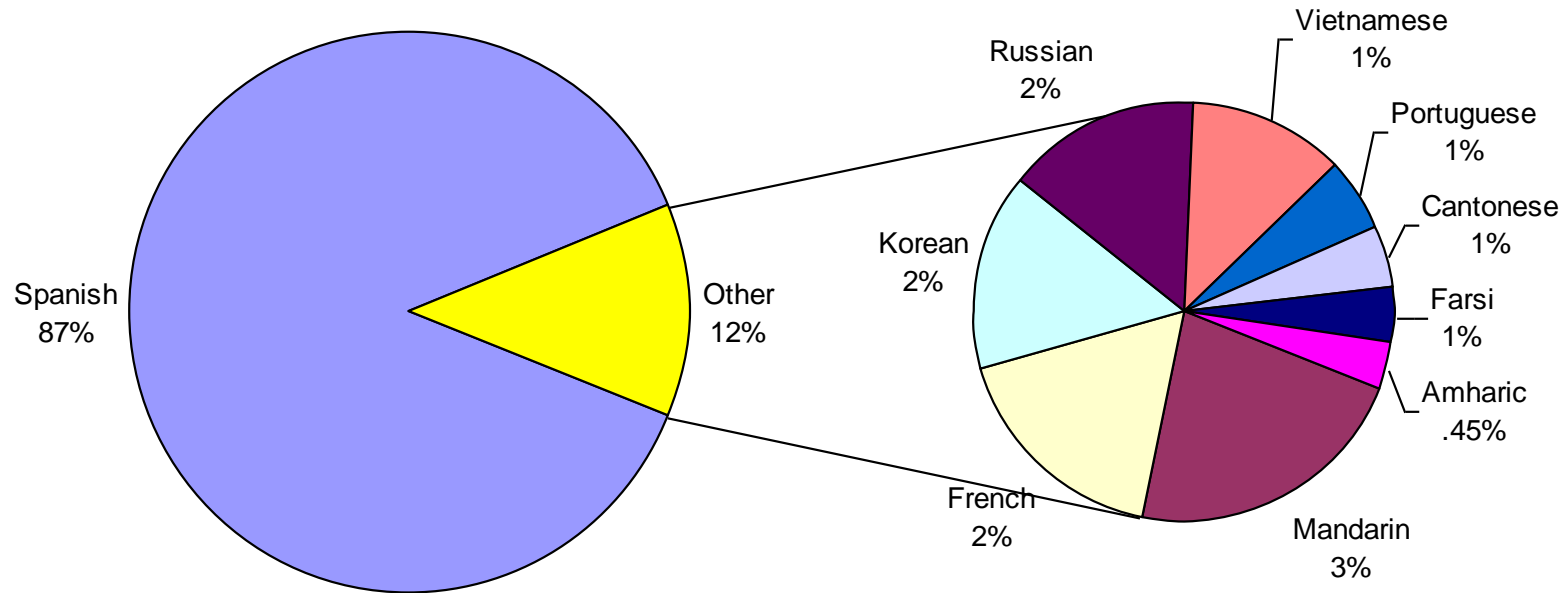
Patient-Centered: Honor the individual and respect choice.

Timely: Reduce waiting for both patients and those who give care.

Efficient: Reduce waste.

Equitable: Close racial and ethnic gaps in health status.
(Increased services, research and education initiatives)

Adventist HealthCare, Language Line Utilization Top 10 Languages in 2007



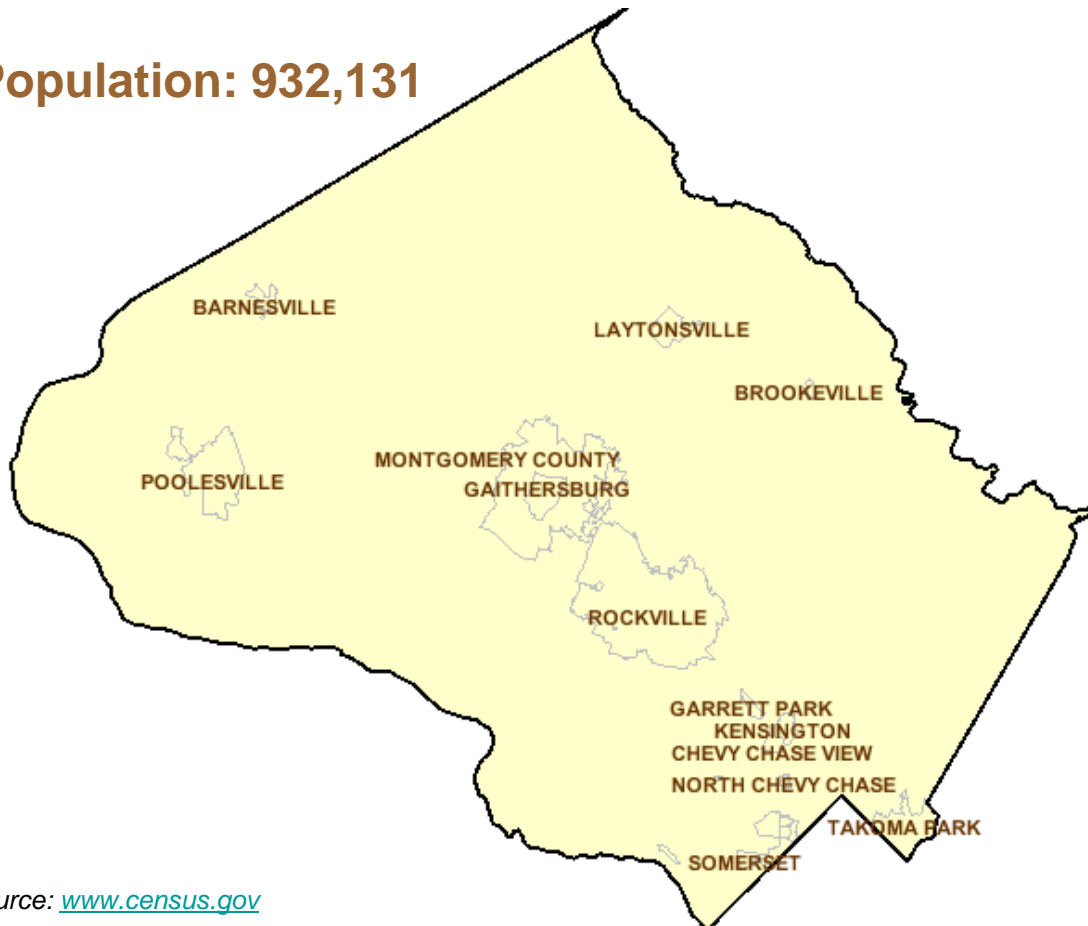
Montgomery County	U.S. Census 2005-2007 population estimates	Prince George's County
61.2%	White	22.8%
16.2%	Black or African American	64.1%
13.0%	Asian	4.3 %
14.0%	Latino	14.7%
29.4%	Foreign Born	18.3%
35.0%	Language other than English spoken at home	19.4%

Governor's Commission on New Americans

Montgomery County, Maryland

2006 Foreign-Born Demographics

Total Population: 932,131



Source: www.census.gov

Note: Percentages do not total 100% due to rounding.

Government

Foreign Born Population 273,227	
% of Foreign Born	
Asian	106,822
China	39%
India	
Korea	
Vietnam	
Philippines	
Latinos	94,141
El Salvador	34%
Mexico	
Puerto Rico	
Peru	
Guatemala	
African Descent	38,437
Jamaica	14%
Africa	
Ethiopia	
Nigeria	
Haiti	
European	30,563
Germany	11%
Ireland	
England	
Italy	
Russia	

Background

- **Spring 2005:** Washington Adventist Hospital (WAH) began development of a Vision for Expanded Access to address diverse and growing needs of its community.
- **Summer 2005:** Discussions with community leaders and groups revealed wide array of opportunities for WAH to expand access and deepen relationships and involvement
- **Fall 2005:** WAH announces its Vision for Expanded Access, including development of an AHC Center on Health Disparities.

Recommendation - Create a Center on Health Disparities at Adventist HealthCare and focus on:

- Cultural Competency at Adventist HealthCare
- Research Program Infrastructure
- Patient Advocacy Program
- Community Report Card
- Adventist Germantown Multi-Cultural Maternal Health Center

Center on Health Disparities Structure

Training & Education

Improving patient-provider relationships & trust to achieve better outcomes:

- Qualified Bilingual Staff Training Program (PCC, Mont. Cares, MC DHHS)
- Culturally Competent Care Training (providing trainings to PCC, MC DHHS, MCCF)
- Culturally Competent Care Organizational Assessments
- Workforce Diversity

Health Care Services

Expanding services to underserved communities:

- Mary's Center
- Mobile Med
- Mercy Clinic
- Foreign-Trained Nurses Program
- Stepping Stones

Research Institute

Transforming evidenced-based research into practice:

- Standardization of R,E,L data collection across Montgomery County hospitals, a collaboration with the Brookings Institution
- Breathe Better Asthma Project, a collaboration with UMD & MC DHHS to promote proper utilization of ED services and ↓ repeat visits

"Improving the Health of Our Communities"

CLAS Standards



- Culturally and Linguistically Appropriate Service Standards
- 14 National Recommended Standards: inform, guide, and facilitate
- Developed by DHHS, Office of Minority Health
- Three themes: Culturally Competent Care (1-3); Language Access (4-7); and Organizational supports for cultural competence (8-14)

CLAS Standards 1-3

Culturally Competent Care

- ☐ **Leadership Diversity to include Board of Directors**
- ☐ **New Employee Orientation, Diversity Training**
- ☐ **Culturally Competent Care Training and Education***

Culturally Competent Care

Education & Training

Module I:

Health Disparities: Understanding Our Populations

- a. Discussion of Local Demographics
- b. Health Disparities Awareness
- c. Culturally Competent Care
- d. Diversity Training

Module II:

Stereotypes, Biases and Assumptions

- a. Stereotypes, Biases and Assumptions and their impact on patient-provider relationship and adherence to treatment
- b. Cross-Cultural Communication tools

Module III:

Health Beliefs and Practices of Diverse Populations

- a. Health beliefs and practices of different diverse communities
- b. How to incorporate their perspectives while achieving treatment goals

CLAS Standards 4-7

Language Access

- ☐ **Translation of Consent Forms, Health Education Materials**
- ☐ **Cultural Diversity Liaison Role**
- ☐ **Qualified Bilingual Staff Program***
- ☐ **Deaf Talk Technology**

Qualified Bilingual Staff Program (QBS Interpreter Program)

Purpose:

Increasing our capability for providing linguistically appropriate services to our Limited English Proficient (LEP) patients by training our bilingual staff in proper interpreting skills during a medical encounter.

Course Content:

Three day training in which the student will learn to analyze and apply techniques of effective communication in cross-cultural encounters. During the 3 days the participants will learn:

- Ethics of Interpreting
- Legal and Regulatory Requirements
- Medical Terminology
- Cultural Competency
- Diversity
- Modes of Interpretation
- Managing the Session
- Transparency in a Patient-Provider Relationship
- Cultural Broker Role
- and practice, practice, practice.



Level 1:
Conversational
Interpreting



Level 2: Exam
Room
Interpreting

CLAS Standards 8-14

Organizational Support for Cultural Competence

- ☐ **Strategic Plan 2007-2011**
- ☐ **Montgomery County Health Equity Initiative, collection of race, ethnicity, language preference and country of birth data**
- ☐ **Partnerships and collaborations to care for our vulnerable populations***
- ☐ **Community Health Disparities Progress Report***

Program for Foreign Trained Nurses

- Established in 2006 by the Montgomery County Latino Health Initiative (LHI)
- Provides integrated and comprehensive services to facilitate the Maryland licensure process for nurses trained outside the United States and to incorporate other foreign-trained individuals into the health field
- Collaboration of LHI, Montgomery College, Holy Cross Hospital, Washington Adventist Hospital, and Shady Grove Adventist Hospital

Primary Program Components & Partners

- **Guidance and Support** including case management and other support services (Latino Health Initiative and other Montgomery County government entities)
- **Academic Training** including ESL instruction (Montgomery College)
- **On the Job Practical Exposure to the U.S. Health Care System** (Washington Adventist, Holy Cross, Shady Grove Hospitals)

For more information about the program visit
www.lhiinfo.org or
Contact Sonia Mora, Program Administrator
sonia.mora@montgomerycountymd.gov
240-777-1779

Center on Health Disparities 2007 Progress Report: Partnering Toward a Healthier Future

- Provided local stakeholders with information about health disparities in the tri-county Maryland region (Frederick, Montgomery, and Prince George's Counties)
- Compiled data on demographic characteristics and health outcomes across several health indicators for racial, ethnic and linguistic groups
- Examined cultural influences on health

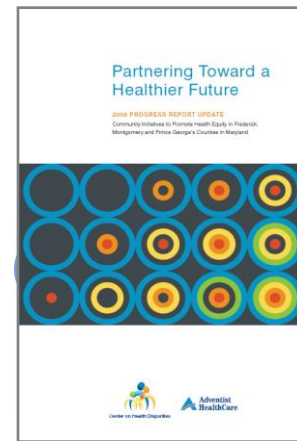


2008 Progress Report Update: Partnering Toward a Healthier Future

- The 2008 report recognizes community partners' current achievements in light of the 2007 report recommendations and identifies ways the Center on Health Disparities can support their partners' progress

Community partners include:

- Medical service providers
- Educational and social services organizations
- Research institutions
- Initiatives within large corporations and non-profit organizations



“ How far you go in life depends on your being tender with the young, compassionate with the aged, sympathetic with the striving and tolerant of the weak and the strong. Because some day in your life you will have been all of these.

George Washington Carver



www.adventisthealthcare.com/disparities

